

DAS ITE Customer Service Announcement

Mainframe Operating System Upgrade Customer Fact Sheet August 19, 2008

Upgrade Details

The current ITE Hoover and JFHQ mainframe operating system is z/OS v1.7. IBM has announced that the end-of-service date for z/OS v1.7 is September 30, 2008. ITE will be upgrading to IBM's latest release of their operating system, z/OS v1.9, with tentative implementation dates for Hoover and JFHQ customers in October 2008.

Upgrade Benefits

Upgrading to the newest release of z/OS will allow ITE and its customers to benefit from the latest software technologies designed to improve performance, security, application development and system availability. Those desiring additional information on new functions and features of z/OS 1.9 can refer to

http://www-03.ibm.com/systems/z/os/zos/overview/zosnew19_summary.html

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Upgrade Risks

As with any major software upgrade, there is a potential that some features of some applications may no longer function and/or perform as they did before the upgrade. There is also the possibility that 3rd party software may not interface with the new release in the same way it did with the current release.

What customers will need to do

We will schedule one Saturday for JFHQ and one Sunday for Hoover customer application testing. There will be a follow-up day if additional testing is required. The tentative dates are September 28th (Hoover) and October 5th (IME at JFHQ). Customers should verify that their applications along with 3rd party licensed products they use continue to function and perform as expected. Customers can elect to create a fully documented test script that can be executed and reviewed by the ITE Software Support staff. Any issues should be reported to System Support at 281-6450.

Installation Timeline

9/28/2008

First customer test of Z/OS v 1.9 for the Hoover mainframe.

10/5/2008

Second customer test of z/OS v1.9 for the Hoover mainframe. If no problems are found, Z/OS 1.9 will remain in production.

Potentially – First customer test of Z/OS v 1.9 on the IME (SY2) JFHQ mainframe. This will depend on the results of the earlier Hoover tests.

10/12/2008

Implementation of z/OS v1.9 for the Hoover mainframe.

Potentially – Customer testing of Z/OS 1.9 on the IME (SY2) JFHQ mainframe.

The timeline for IME (SY2) testing and implementation at JFHQ will be refined based on the results achieved on the dates indicated above. An updated schedule will be distributed.

The timeline for testing of the IWD LPAR at JFHQ will be established based on results of the DB2 upgrade being implemented during this period.